



1/23

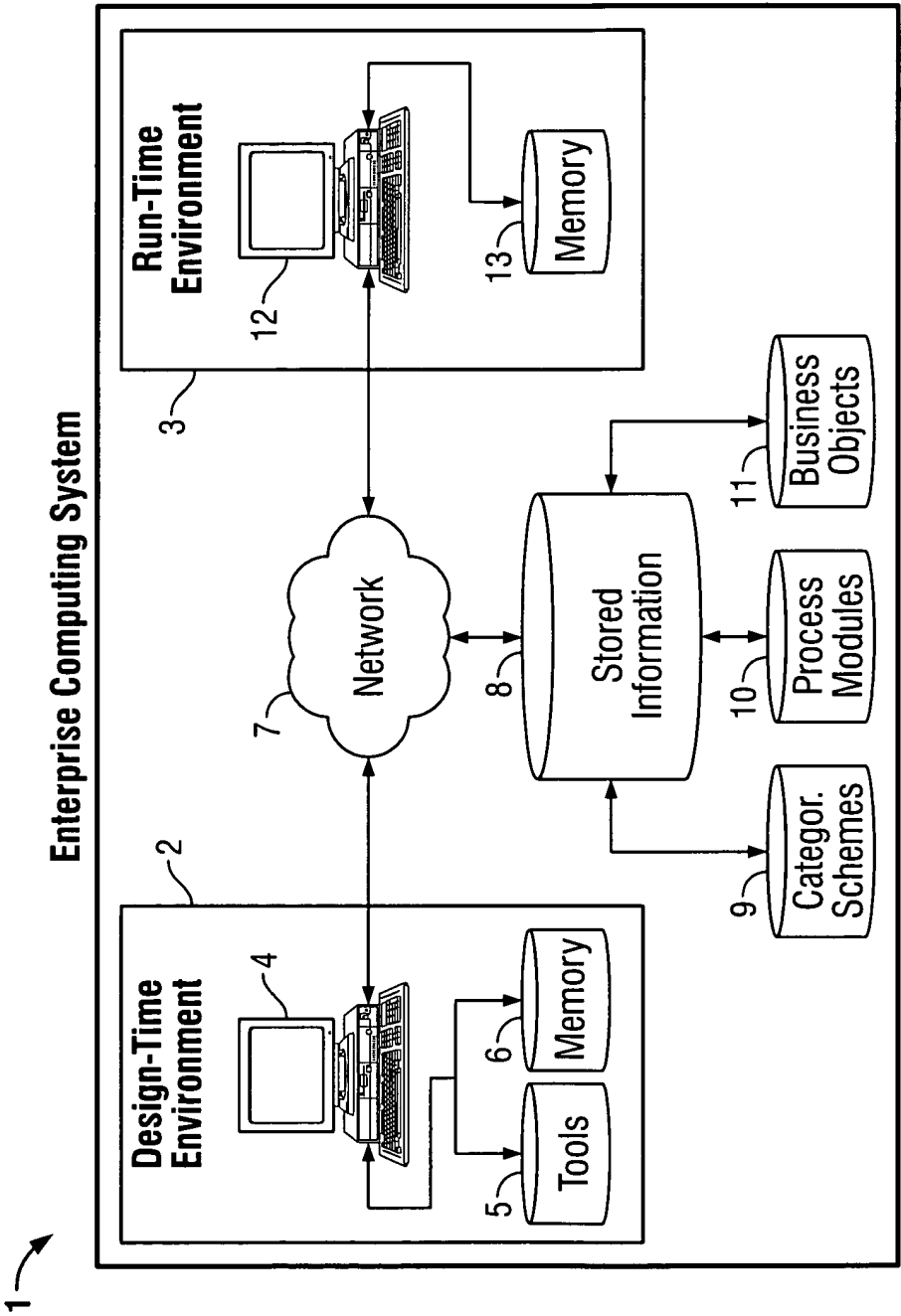


FIG. 1A

2/23

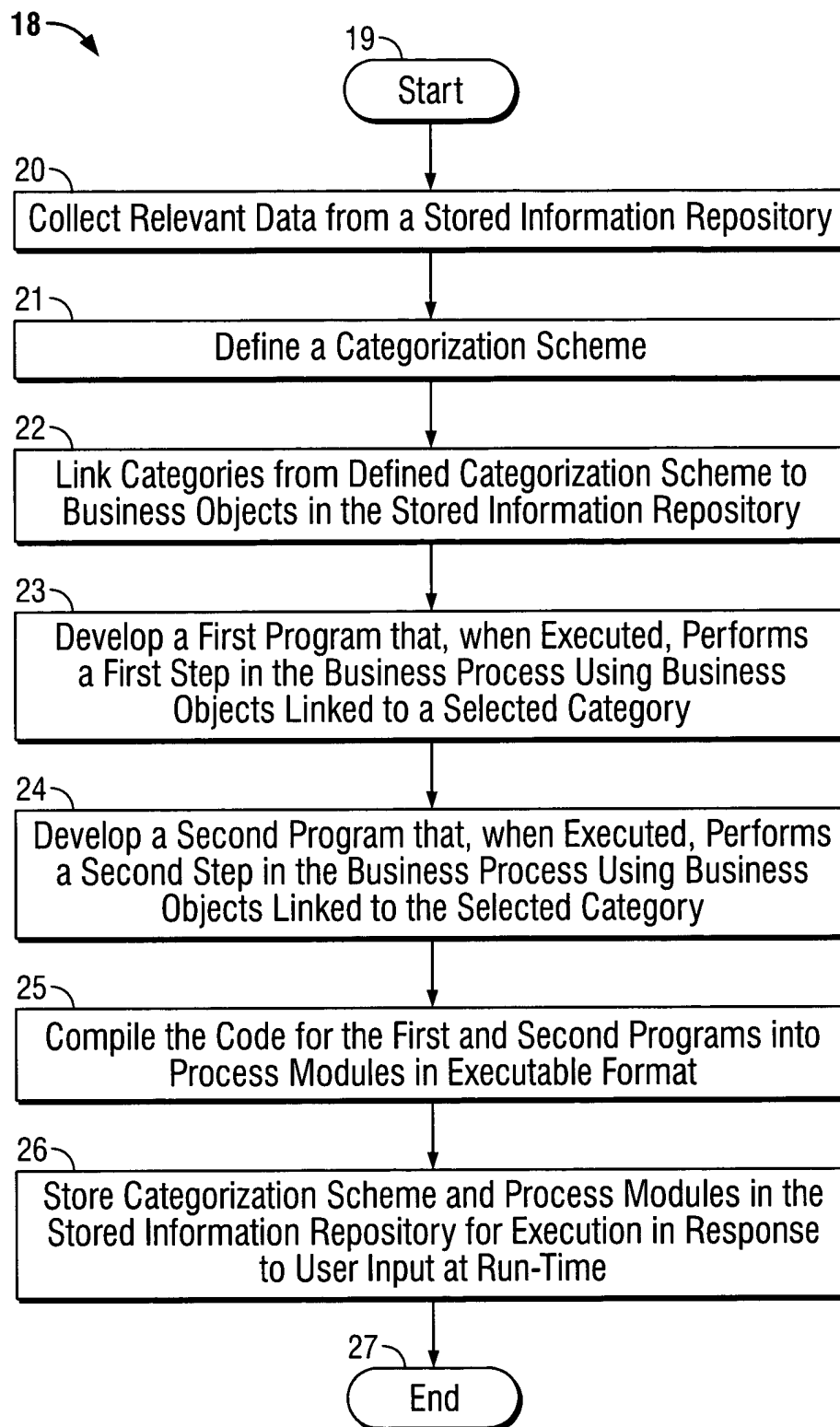


FIG. 1B

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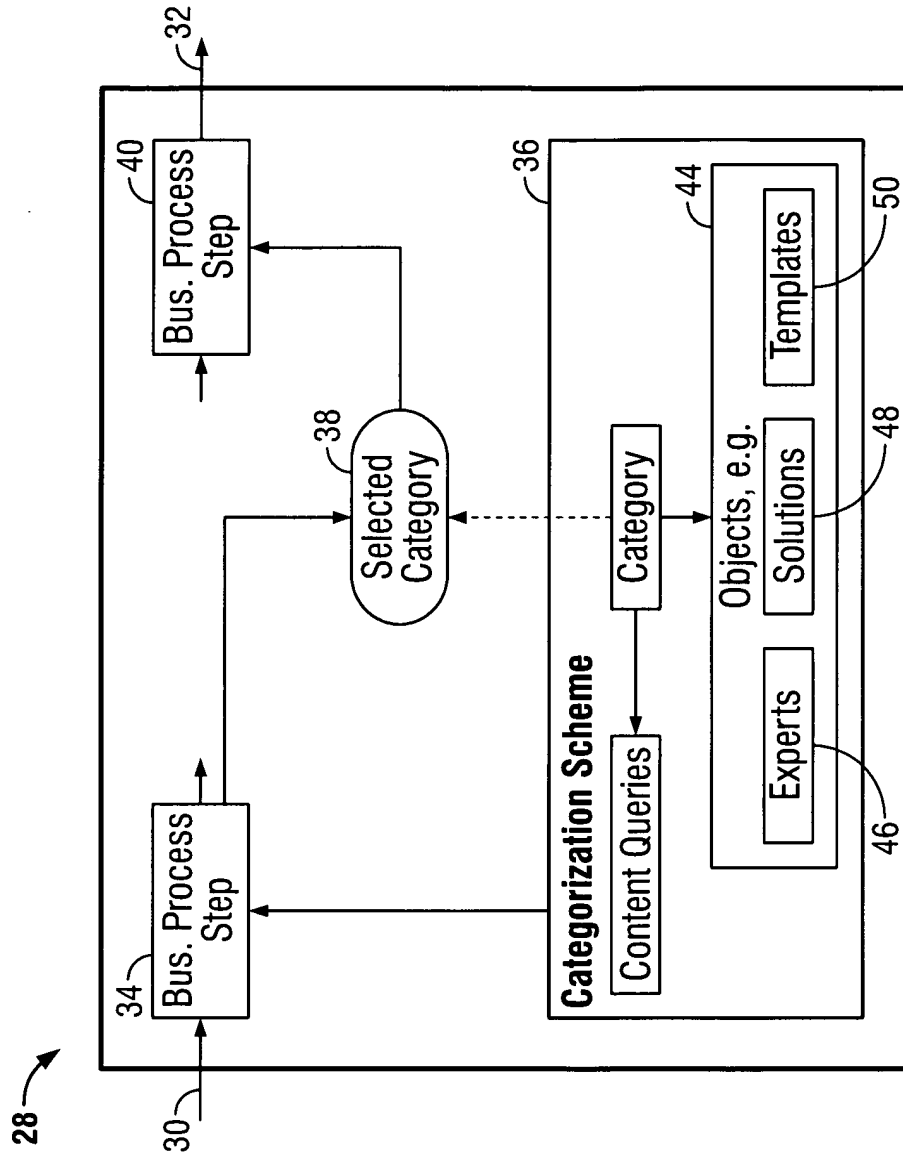


FIG. 2A

4/23

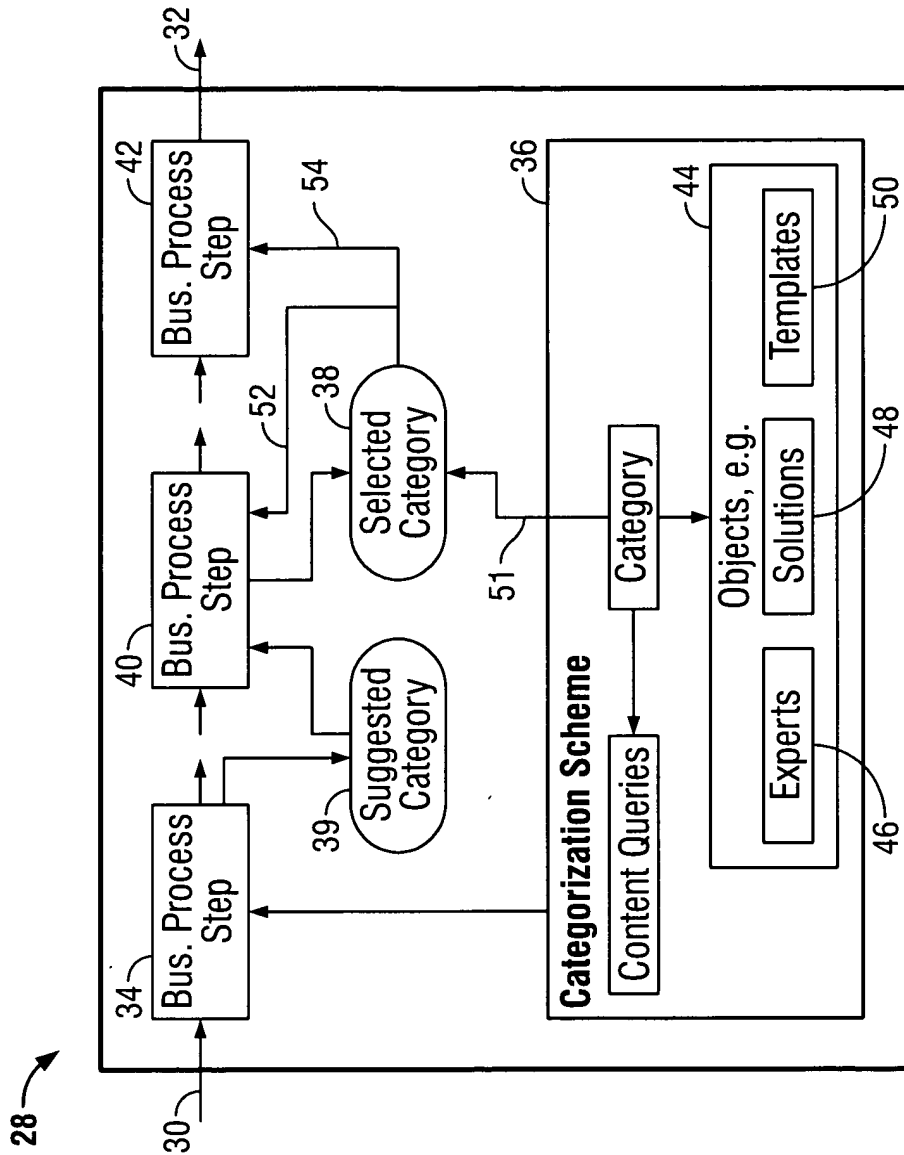


FIG. 2B

5/23

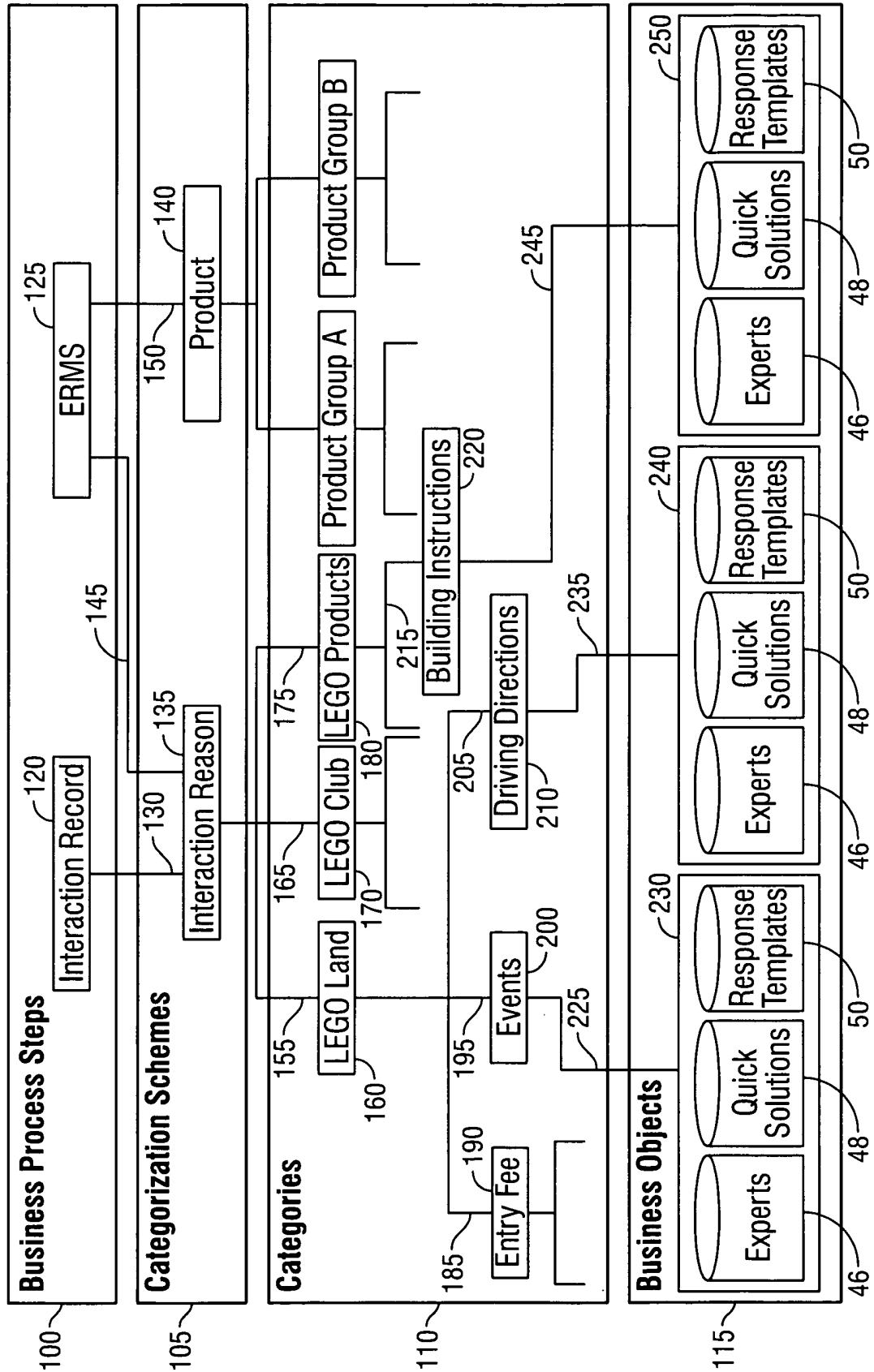
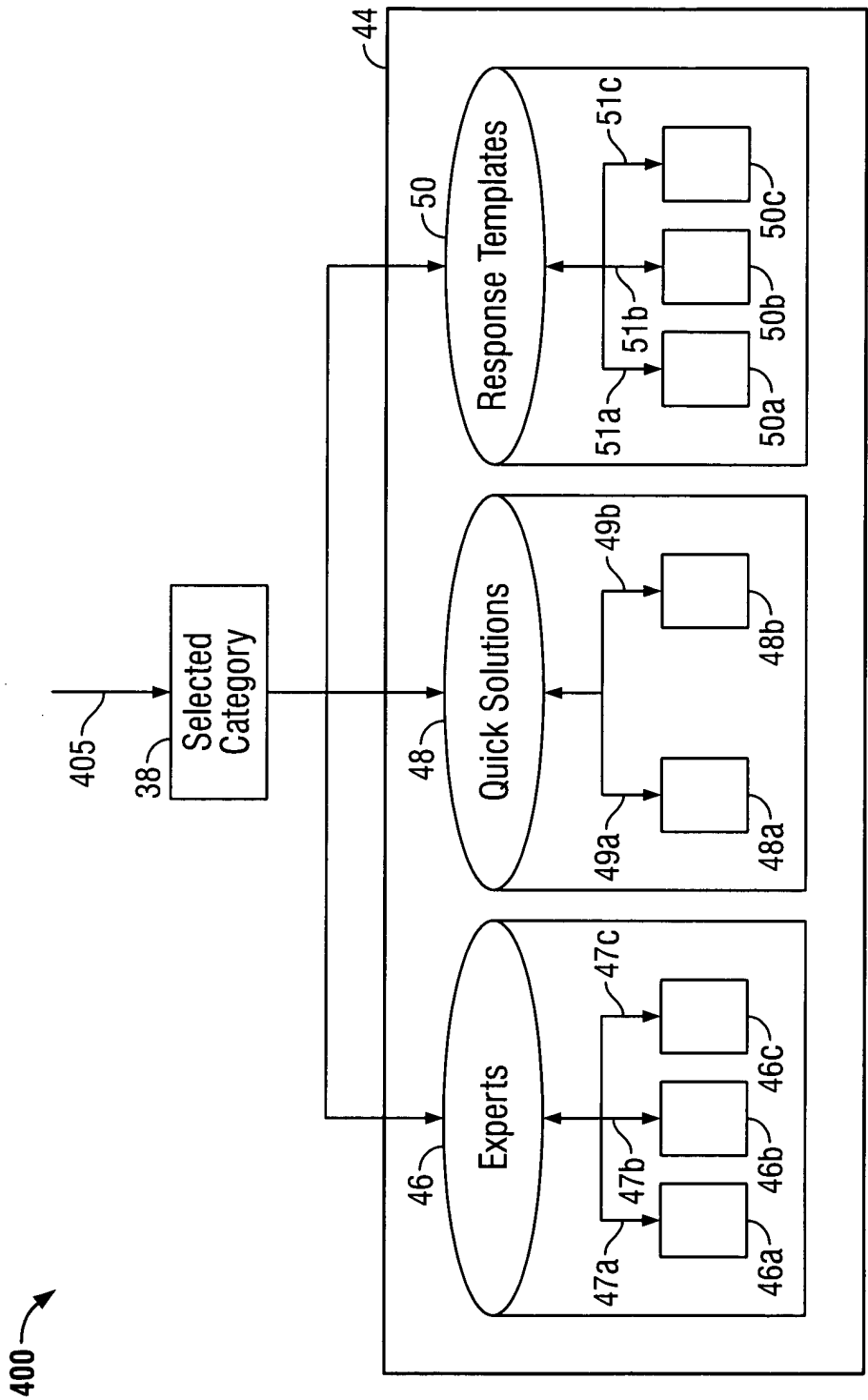


FIG. 3

6/23



7/23

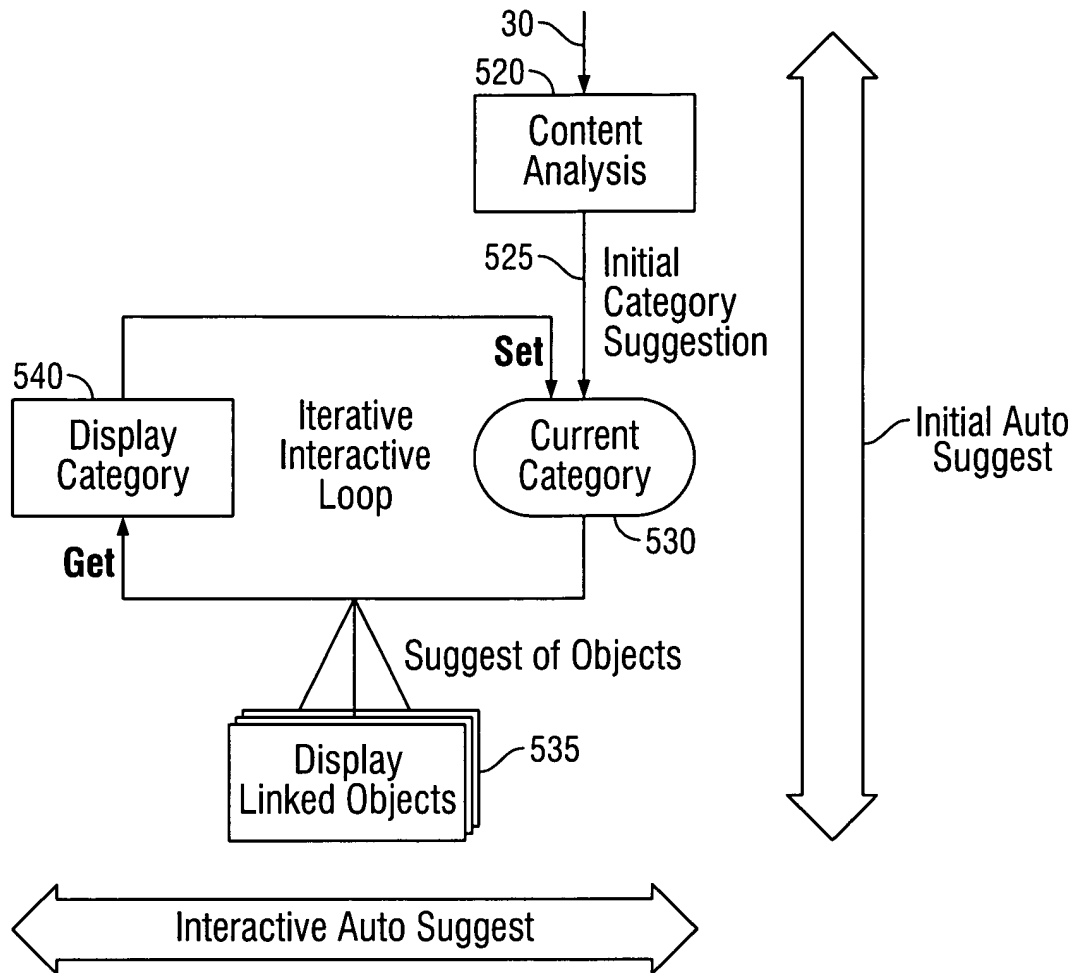


FIG. 5A

550

Description

Priority / Status:

Reason:

Classification 1:

Classification 2:

Classification 3:

Classification 4:

555

560

FIG. 5B

8/23

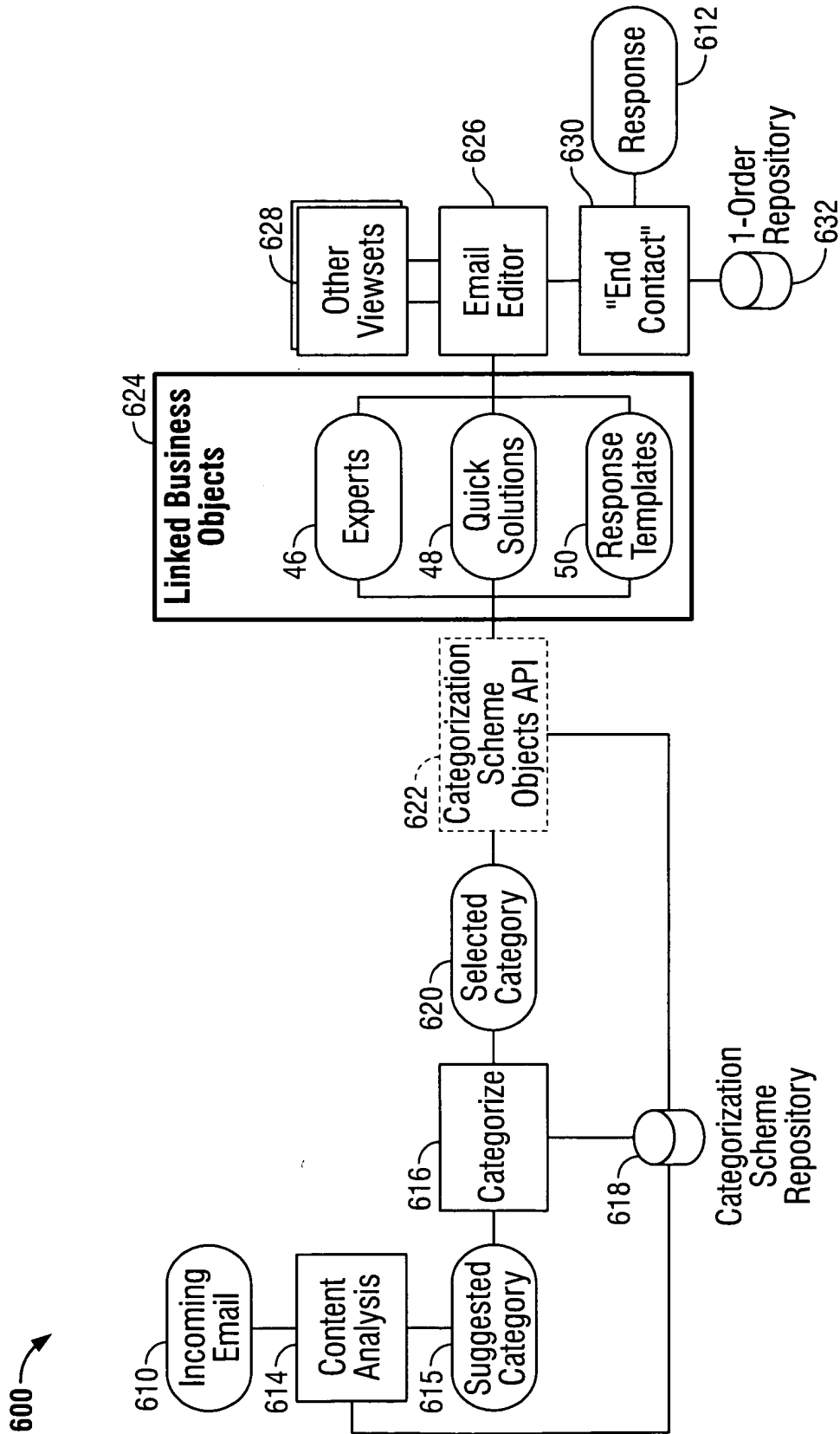


FIG. 6

9/23

[illegible]

FIG. 7A

10/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Not Ready

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Re: Directions to LEGOLAND

HTML

English

Directions - LEGOLAND Billund

Directions - LEGOLAND California

Directions - LEGOLAND Deutschland

Directions - LEGOLAND Windsor

More Responses...

Text type / Language:

Insert Standard Response:

> Hi,

> Please send me the directions to LEGOLAND California.

> Thx, Bill Frissel

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

Interaction Record

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

710

730

FIG. 7B

11/23

700 →

Bill Frissel
Martin Co. Ltd.

AcceptRejectTransferEndDial Pad

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail
Chat
Index
Scripts

Universal Inbox
Interaction History

SAP

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

ReadyWrap UpNot Ready

730

Re: Direction to LEGOLAND

HTML

English

Directions - LEGOLAND California

7 (36 pt)

710

Hi Bill,
Here are the directions:
LEGOLAND® California is located in the seaside village of
Carlsbad, just 30 minutes north of San Diego and one
hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow
signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take
Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to
LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow
signs to LEGOLAND

SendSavePrintDelete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

AddDelete

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

Interaction Record

FIG. 7C

12/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

0:05 / 0:15

Ready

Ready

Wrap Up

Not Ready

SAP

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Re: Lego exclusive sets catalog request

HTML

English

6pt

Membership Request

Catalog Request

Subscription Enquiry

Publication request

Event list

Greeting

Order Status

More Responses...

730

> Hi,

> Please send me the prod

> Lego sets.

> Thx, Bill Frissel

Send

Save

Print

Delete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason:

Priority:

Description:

Status/Result:

Interaction Record

718

712

710

FIG. 8A

13/23

SAP			
Bill Frissel Martin Co. Ltd.	b.frissel@martin.net Mail Outbound Connected Ready 0:05 / 0:15 <input type="radio"/> Ready <input checked="" type="radio"/> Wrap Up <input type="radio"/> Not Ready		
[Accept] [Reject] [Transfer] [End] [Dial Pad]			
E-Mail	810		
More Responses - Search			
Show me standard responses with	Interaction Reason: With this title: Language:		
[Search] [Clear]			
Results			
Title	Category	Created On	Created By
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
[Add to favorites] [Cancel] [Insert]			

FIG. 8B

14/23

[illegible]

FIG. 8C

15/23

	Bill Frissel Martin Co. Ltd. <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>	Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready	SAP <input type="radio"/> Ready <input checked="" type="radio"/> Wrap Up <input type="radio"/> Not Ready
--	---	--	--

◀ ▶ **E-Mail**

- Identify Account
- Interaction Record
- Cases
- Sales Order
- Service Order
- Knowledge Search
- Campaigns

More Responses - Search

Show me standard responses with

Interaction Reason:

With this title:

Language:

820

E-Mail

- Chat
- Index
- Scripts
- Universal Inbox
- Interaction History

Results

Title	Category	Created On	Created By
<input type="checkbox"/> Directions - LEGOLAND Billund	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND California	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Deutschland	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Windsor	Directions		chavez
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

50 ↗

FIG. 8D

16/23

	Bill Frissel Martin Co. Ltd.	Mail Outbound Connected	b.frissel@martin.net 0:05 / 0:15	Ready <input type="radio"/> Wrap Up <input type="radio"/> Not Ready <input type="radio"/>
--	---	----------------------------	-------------------------------------	---

▼

830

Standard Response - Detail

Title: Directions LEGOLAND California
 Category: Directions
 Created by: Chavez
 Created on: 09.25.2003
 Preview:

Hi Bill,

Here are the directions:
 LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.

From North San Diego County:
 Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND
 From North San Diego County Inland:
 Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND
 From North San Diego South Bay Area:
 Take 5 South to Cannon Road East, and follow signs to LEGOLAND
 From East San Diego County, Hotel Circle:
 Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

Thanks and best regards,
 P. J. Costello
 Customer Service Representative

Insert

Cancel

832

FIG. 8E

17/23

Page 17 of 23

700 →

Bill Frissel
Martin Co. Ltd.

AcceptRejectTransferEndDial Pad

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts

Universal Inbox
Interaction History

Re: Directions to LEGOLAND

HTML

Directions - LEGOLAND California

7 (36pt)

840

Hi Bill,

Here are the directions:
LEGOLAND® California is located in the seaside village of
Carlsbad, just 30 minutes north of San Diego and one
hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow
signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take
Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to
LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow
signs to LEGOLAND

SendSavePrintDelete

Mail Outbound
Connected

0:05 / 0:15

Ready

Ready

Wrap Up

Not Ready

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Document Title

Type

1/1

AddDelete

Interaction Log

Reason: Directions

Priority: Medium

Description: Directions to LEGOLAND

Status/Result:

SAP

710

718

FIG. 8F

18/23

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready
Not Ready

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Re: KRIKORI NUI building instructions

HTML

English

7 (36pt)

Subject:

Text type / Language:

Insert Standard Response:

From: p.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Document Title

Type

1/1

Add

Delete

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

> Hi,

> Could you please send me the KRIKORI NUI building instructions?

> Thx, Bill Frissel

912

Send

Save

Print

Delete

710

718

FIG. 9A

19/23

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

2 Automatically Proposed Solutions Available

SAP

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15

Ready Wrap Up Not Ready

E-Mail

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title	Type
	1/1

Add Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

E-Mail

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response:

B I W

7 (36pt)

Arial

> Hi,

> Could you please send me the KRIKORI NUI building instructions?

> Thx, Bill Frissel

Send

Save

Print

Delete

FIG. 9B

20/23

[illegible]

FIG. 9C

21/23

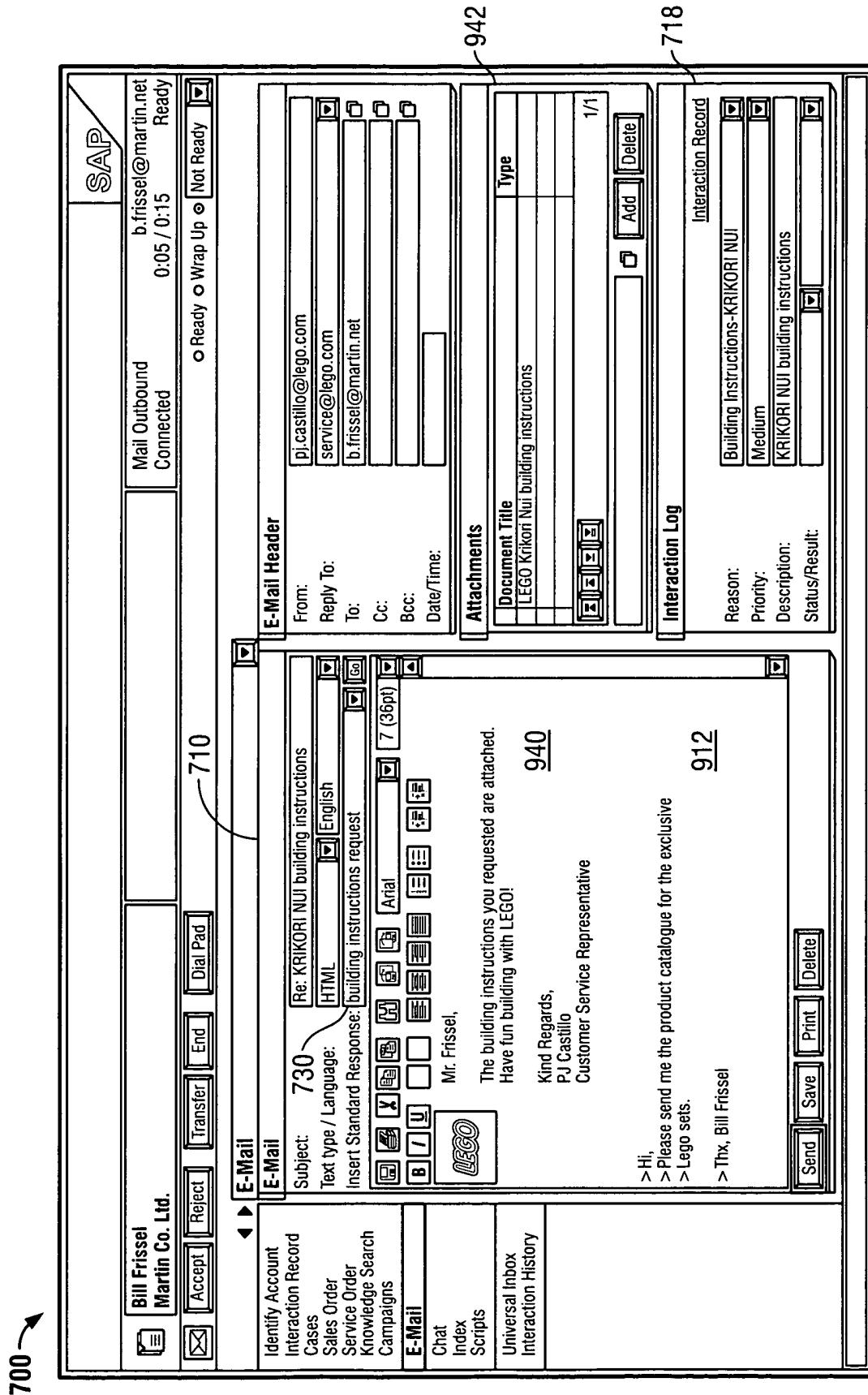


FIG. 9D

22/23

1000 →

1013

ERMS

User Administration • Standard Responses • Categories • Repository • Templates • Rules

Categories

Show: My favorites Get: Go Open Advanced Search

Save Create Sub node Change Cut Copy Paste Delete Print Add to Favorites Help

Name	Description
Categories	Root
Interaction Reason	The reason for Customer Contacting LEGO
LEGO Club	Refers to the exclusive Lego club; Category to address member questions & concerns
LEGO Land	Enquires regarding the Lego Land
Driving Directions	Enquiries requesting driving directions
Entry Fee	Requests to clarify entry fee
Events	Request to know current events at Lego Land
LEGO Products	Category enumerating the wide range of Lego products
LEGO Org Chart	The organizational Chart of LEGO

1001

210

1002

1003

1014

1/5

Details Query Example Documents Standard Responses Knowledge Entities

1005

1007

1008

1009

1012

Match	Attribute	Operator	Value	Case
If	Subject and Body	contains	driving directions	<input type="checkbox"/>
Or	Subject	contains	Lego Land	<input type="checkbox"/>

1004

1006

1011

1/1

FIG. 10

23/23

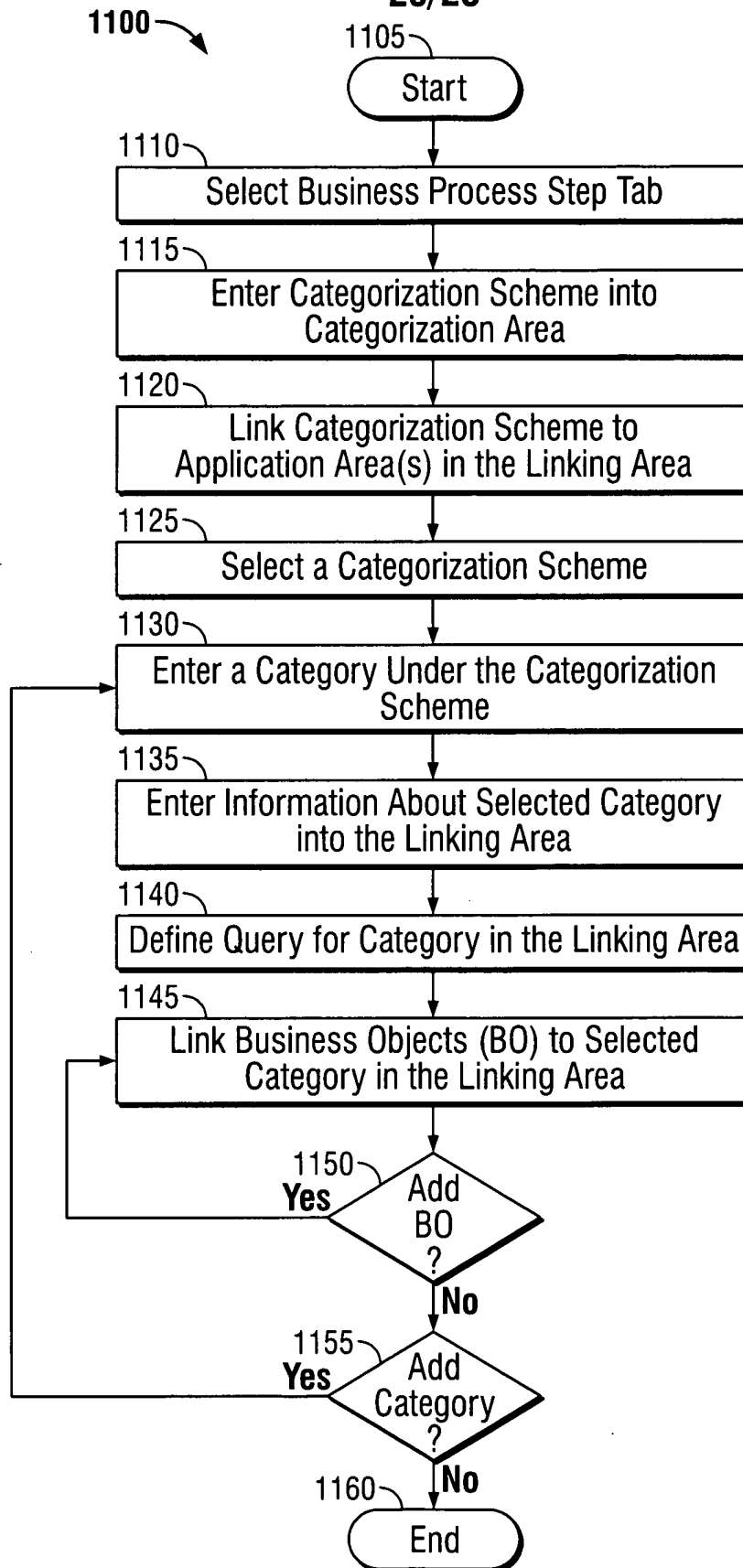


FIG. 11